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CITY OF ATLANTA

SHIRLEY FRANKLIN
MAYOR

55 TRINITY AVENUE, S.W.
ATLANTA, GEORGIA 30303-0300
TEL (404) 330-6100

September 5, 2006

President Borders and
Members of Atlanta City Council
City Hall, Suite 2900 South
68 Mitchell St., S.W.
Atlanta, Georgia 30303

RE: Civil Service Board Appointment

Dear President Borders and Members of the Council:

It is a pleasure for me to appoint Carole Dortch to serve as a member of the Civil Service Board for the City of Atlanta. This appointment is for a **term of three (3) years**.

I am confident that Ms. Dortch will serve the Civil Service Board with integrity and dedication.

Sincerely,

Shirley Franklin

Carole A. Dortch, CFM, RPA, FMA

1273 Springhouse Lane, SW
Atlanta, Georgia 30311-2412
(404) 753-1953 (404) 276-2882/cell
dortchc@bellsouth.net

EXPERIENCE:

May 2003 to present – TWD, Inc.

Chief Operating Officer

Administrative duties for parent company to include accounting and bookkeeping services. The following private and public services are provided: facilities/property management, non-emergency transportation, parking management, business development assistance/capacity building for small businesses and consulting services.

November 2000 to May 2003 – CITY OF ATLANTA, DEPARTMENT OF AVIATION

Assistant General Manager of Administration, Hartsfield-Jackson International Airport

Provided administrative direction and coordination of the airport's management and budget analyses program, purchasing, procurement and contractual process, human resource and customer service program; to ensure all divisions, offices, and operations of HAIA are effective. Functions include, but are not limited to, development, monitoring, and maintenance of the strategic plan and scorecard; providing training and development opportunities; ensure a safe working environment, provide counseling services for employees; encouraging and supporting non-departmental employees to provide the best customer service by exceeding their expectations; ensure proper records retention; timely response to open records act and freedom of information requests, and managing the Automated People Mover (APM) system program.

November 1993 to November 2000 - U. S. GENERAL SERVICES ADMINISTRATION

Regional Administrator, Southeast Sunbelt Region, Atlanta, GA

Provided direction and coordination for all regional GSA programs in Alabama, Florida, Georgia, North and South Carolina, Tennessee, Mississippi, and Kentucky. Such programs include a centralized purchasing and supply program, covering supplies and nonpersonal services; transportation and traffic management, and public utilities services; property utilization and disposal program to ensure maximum utilization of property, both real and personal, or its advantageous disposal; a program to provide automated data processing and telecommunications services to all Federal agencies; the preplanning and construction of public buildings; a public buildings renovation and improvement program and a public buildings management program.

Member of the Committee for Purchase From People Who Are Blind or Severely Disabled, November 1994 to June 1998

The Committee's mission as stipulated by the Javits-Wagner-O'Day (JWOD) Act of 1971 is to increase employment and training opportunities for persons who are blind or have other severe disabilities and, whenever possible, to prepare them to engage in competitive employment. The Committee's primary means of achieving this objective is to direct the Government to procure commodities and services furnished by nonprofit agencies employing such persons. Another major responsibility of the Committee is to designate, establish fee ceilings for, and provide guidance to central nonprofit agencies which help State-operated and private nonprofit agencies participate in the JWOD Program.

March 1983 to November 1993 - DEPARTMENT OF ADMINISTRATIVE SERVICES, Atlanta, GA

Commissioner, Department of Administrative Services

Provided direction and coordination of all support activities, programs and services in the areas of vehicle maintenance, facilities management, voice communications, mail and printing, procurement, architectural services, construction management,

real estate management and management information systems. Organizational unit includes the following bureaus: Construction Management; General Services; Management Information Systems; Motor Transport and Purchasing and Real Estate.

Director, Bureau of General Services

Managed, directed, and monitored activities of the following divisions: Space Management; Architectural Services; Facilities Management and Maintenance of approximately 2 million square feet of office, warehouse, and community center space; Voice Communications; Records Management; Duplication and Mail Services.

June 1979 to March 1983 - DEPARTMENT OF BUDGET & PLANNING, Atlanta, GA

Director, Bureau of Budget Policy & Evaluation/Management Audit

Advised the Mayor, Chief Administrative Officer and Commissioners in the development of citywide budgetary and managerial policies; planned, organized and directed the Bureau's work program; directed preparation of the program budget, coordinated staff work in this matter; supervised assistance to City agencies in preparing budget priorities and in reviewing budget proposals in the context of City goals and policies; responsible for the format and procedures of management reviews; directed management reviews and operational audits; carried out all personnel decisions, supervised and evaluated staff.

August 1976 to June 1979 - CITY OF ATLANTA

Financial Analyst

Duties included developing, projecting and refining annual budget requests for various departments within City government; analyzed requests for changes in manpower, organization and other items that had financial impact; performed departmental studies and made recommendations for changes; wrote recommendational reports and assisted in major research.

Budget Analyst

Preparation of budget policies and priorities in the light of goals and priorities; worked on the Mayor's program budget; assisted agencies in the preparation of annual budget goals and policies, as well as supervised and participated in the review and evaluation of all operations and functions of all agencies to determine progress toward meeting goals and priorities of funding programs.

February 1978 to August 1978 - PARAMETRIC, INC., Atlanta, GA

Financial Consultant

Assigned on the Firm's call contract with the Small Business Administration. Interviewed over twenty small and minority contractors certified by SBA for participation in the Agency's Section 8 (a) program, performed an intensive review and analysis of their organization and management, marketing and contract development, job control and scheduling procedures, and financial position with the objective of assessing the firm's potential for graduation from the 8 (a) program.

August 1969 to July 1976 - ISEC, Princeton, NJ

ISEC is a firm which manages discretionary accounts in the stock and commodity markets. They do research into stock and commodity price movements, fundamental and technical analysis and econometric modeling. Primary responsibility included all accounting and administration for the firm and customer accounting for quarterly and annual income tax reporting. Also, preparation of data and charts for technical and fundamental stock analysis, assistance in research report preparation and assistance to the portfolio managers.

Part-time Positions

- Provide accounting/bookkeeping services
- Owned and operated coffee shop
- Assisted in operation of a professional employment service and minority business consortium
- Assisted an independent tax accountant
- General office duties for two insurance agents

EDUCATION:

Rider University, Lawrenceville, NJ, B.S. in Commerce - majoring in Accounting
Regis University, Colorado, MBA classes

LICENSES AND CERTIFICATIONS:

Notary Public, Fulton County, Georgia (commission expires February 2008)
Facilities Management Administrator (FMA), March 1999
Real Property Administrator (RPA), December 1998
Facility Manager Certification (CFM), May 1998
Real Estate License
Residential Appraisal Certification, 1988- Project Management Certification, 1987
Financial Counseling Certification, 1990
Executive Leadership Institute, NFBPA, April 1992
Space Management & Facilities Planning Certification, 1983
Maintenance Management Certification, 1986

AFFILIATIONS:

Current

Atlanta City Employees Credit Union, Supervisory Committee
The New Jomandi
Boys and Girls Club of America, Board of Directors
Atlanta Ballet, Board of Directors
100 Black Women of Atlanta
Jean Childs Young Institute for Youth Leadership
Fulton County Workforce Development Advisory Council
Leadership Atlanta, Class of 2001

Previous

Chair, Atlanta Federal Executive Board
Southwest YMCA, Board of Directors
Atlanta City Employees Credit Union, Board of Directors
Atlanta City Employees Credit Union, Credit Committee, 1988 – 1991
Construction Advisory Board, College of Architecture at Georgia Tech
National Forum for Black Public Administrators, Board of Directors
University Community Development Corporation, Board of Directors
Fulton-Atlanta Community Action Authority, Board of Directors
Carrie Steele-Pitts Home, Inc., Board of Trustees
National Association of Accountants/ National Association of Black Accountants
International Facility Management Association
Building Owners and Managers Association International
Association of Energy Engineers/ Association of Plant Engineers

INTERESTS:

Reading, Trapshooting

- References Furnished Upon Request -